

<p style="text-align: center;">SPECIALIZED SERVICES FOR CHILDREN & YOUTH (SSCY) STATUS REPORT October 2009</p>

Background

Specialized Services for Children and Youth (SSCY) is an initiative focused on the integration and where possible, co-location of services for Manitoba children and youth with disabilities and special needs. The initiative addresses the many recommendations made over the past decade to improve the coordination and integration of services for children and families. It is also in keeping with the direction that the provincial government and the Winnipeg Regional Health Authority (WRHA) have been taking in integrating services and ensuring improved client centred service.

SSCY is an alliance of government departments, the Winnipeg Regional Health Authority (WRHA) and various service provider agencies. The three supporting provincial departments are Manitoba Family Services & Housing, Manitoba Education, Citizenship & Youth and Manitoba Health. The service provider agencies are St. Amant, the Society for Manitobans with Disabilities, the Rehabilitation Centre for Children, Community Respite Services, Central Speech & Hearing Clinic, Canadian National Institute for the Blind, Mount Carmel Clinic, Manitoba Adolescent Treatment Centre, The Movement Centre and Open Access Resource Centre. Services provided by the WRHA as part of SSCY are Child Development Clinic, Children's Hospital OT and PT, Home Care, and SLP. Some of these services will be co-locating in the future (see attached list). All participants are represented on an Intersectoral Working Group (IWG), which is co-chaired by representatives from WRHA and Family Services & Housing.

SSCY's Mission Statement is as follows:

Specialized Services for Children and Youth (SSCY) is an association of families, community agencies, government and the Winnipeg Regional Health Authority that provides integrated family centred, community-based services for children and youth with disabilities and/or special needs to support them in reaching their full potential.

SSCY brings together expertise in service delivery, research, education and technology serving the Province of Manitoba and surrounding areas.

Accomplishments

Using a project management approach, a workplan has been developed to address specific aspects of SSCY. Representatives from SSCY agencies are

responsible for implementing the workplan. Progress reports are made to the Intersectoral Working Group(IWG) at the monthly meetings and approval is gained from the IWG on key decisions. Participant representatives communicate with their departments and agencies to inform them of SSCY decisions. SSCY participants maintain final approval authority for all strategic and policy decision.

The following are some of the key accomplishments to date.

1. Centralized Intake

Providing a single point of entry to services is a critical element of the SSCY vision. A centralized client registry and intake system will provide families and referral sources with a clear and simplified access point to SSCY services and a coordinated mechanism for managing waiting lists and scheduling.

Considerable progress has been made over the past year towards achieving this vision including:

- Implementation of a centralized intake system for pediatric PT, OT, SLP and Audiology services delivered through six SSCY partner agencies. This system, which now contains over 6000 client records, was funded through the Children's Therapy Initiative, and has been operating for close to a year. This service is now staffed by a 1.0 EFT intake coordinator, a .4 admin support, and a .5 brief intervention therapist.
- Commencement of initial work to bring the Child Development Clinic intake process together with the centralized intake for PT, OT, SLP and Audiology occurred over the summer of 2009. In the future, other SSCY programs will be added to the intake in an incremental fashion as capacity and resources allow. IWG is continuing to seek funding for a second intake coordinator position.

2. IT Solution

SSCY requires an IT solution that will address a range of information management issues to meet the IT needs of both co-locating and non-co-locating partners including centralized intake and client registry, information technology, coordinated record management, confidentiality and communication. To date, work on the IT solution has consisted of the following:

- Manitoba eHealth has completed an analysis of the IT requirements for SSCY and has proposed an electronic medical record (EMR) as a preferred IT solution. A high level cost estimate has been completed.
- Manitoba eHealth has now completed the identification of 4 qualified EMR vendors for Manitoba. Further, the WRHA has completed the RFP process to select one of these vendors. This will assist SSCY once the capital issues have been confirmed.
- Initial work has been done on a privacy impact assessment which will be completed once IT solutions are further confirmed.
- Work is underway to explore funding sources for the proposed IT solution.

3. Co-location/Capital Planning

The Co-location of a number of SSCY services in a renovated facility that houses programs which are best delivered from a centralized location will be a key component of SSCY integration. Considerable progress has been made over the last several years towards the achievement of the co-location vision including:

- An election promise by Premiere Gary Doer, in June 2007 with respect to a 10 million dollar capital commitment and a 2.5 million dollar operating commitment from the Government of Manitoba for a new SSCY facility.
- Completion of a detailed adjacency plan and space plan for a new SSCY facility that will house each of the co-locating partners' services.
- Signing of "Letters of Comfort" by all co-locating agencies with respect to the amount of space they will be occupying in SSCY.
- Agreement by Family Services and Housing to include an integrated child care centre in SSCY.
- Release of a "Request For Proposals" over the past year resulting in the identification of a preferred site for SSCY which has been recommended to government by the SSCY capital committee.
- Commencement of initial work on the development of a capital fund campaign to augment government funding for the new site. \$25,000 has been raised from private sources to fund a feasibility study for the capital campaign which will be launched when a site announcement is made. Agreement was secured from the Winnipeg Foundation to act as the fund holder for a SSCY capital campaign.

4. Family Centred Service

The IWG has formally adopted the principles of Family Centred Care as guiding

principles for SSCY and is committed to ongoing consultation and information

sharing with families as the system evolves. To this end, the following mechanisms have been put into place.

- Articulation of a family engagement framework which includes a number of strategies such as questionnaires, newsletter, comment cards, a collaborative management style, family membership on the IWG and sub-committees and issue specific focus groups. To date, elements of this strategy have been used to obtain feedback from families on the space plan, criteria for site selection, the SSCY family centred philosophy and family bill of rights and responsibilities, and the proposed centralized intake and lead service coordinator systems.
- Opening of a comfortable and accessible SSCY Family Resource Centre in June 2004 with \$65,000 in grant and donor raised funds. The centre has a range of current resource materials for children, youth and families, a play area, meeting space for groups, trained staff to collect and maintain materials and to assist individuals with access to materials. It is equipped with computers for Internet searches, a toy lending library, over 1,500 resources (books, videos, etc.), play structures and comfortable seating arrangements. Funds were approved by the Healthy Child Manitoba Office to address the two-way postage needs so that all families (urban, rural and northern) may borrow materials. There are currently 688 library cardholders. The Centre is open to the public and is housed temporarily at the Rehabilitation Centre for Children until the move to the co-located facility is made.
- Establishment of a SSCY website with linkages to all SSCY partners and a complete listing of the Family Resource Centre holdings for on line access to resources.
- Development of Lead Service Coordinator principles and operating guidelines with the vision being that the system will move towards families having one lead service coordinator rather than a service coordinator associated with each program. Key steps towards achievement of this vision have included:
 - The establishment of the Integrated Children's Services team which rationalizes case coordinators for children with complex

technology needs. Now, instead of having a homecare case coordinator and a children's special service case coordinator, families only have one lead service coordinator.

- The rationalization of case coordinators between SMD and the Children's Special Services program so that families with an SMD case coordinator can access all CSS resources without requiring an additional CSS case coordinator.

5. Integrated Planning, Delivery and Evaluation System

One of the primary purposes of SSCY is to maximize the effectiveness and efficiency of service delivery for children and youth with disabilities and special needs through a more coordinated and integrated approach to service planning, delivery and evaluation. To this end, a number of mechanisms are underway to enable the system to function as a more integrated whole including:

- Implementation of an interagency approval process which supports the existing governance structures of both co-locating and non-co-locating SSCY agencies.
- Development of an overall communications plan.
- Development of a draft Framework Agreement to guide the implementation of SSCY. This has been based on a similar agreement used to guide the implementation of the Winnipeg Integrated Services Initiative.
- Establishment of criteria for a site management team which will be implemented once a site is formally declared, to focus on the establishment of joint operating guidelines for co-locators.
- Identification of future work for the IWG including the development of a quality improvement/risk management/evaluation framework.

SSCY Programs and Services

Co-locating

WRHA Direct Operation Services

- Child Development Clinic
- Manitoba FASD Centre (formerly CADEC)
- New Born Follow-up Clinic
- Scoliosis Clinic
- PT/OT/Speech Therapy, Audiology, Psychology Services

- Pediatric Homecare Services/ICS
- Central Intake – Speech/Audiology

Department of Family Services and Housing

- Children’s Special Services (Integrated Children’s Services & First Connections Family Support Services
- FASD Outreach Team
- Behavioral Management Specialists

Community Respite Services

Rehabilitation Centre for Children/CRF Foundation

- All programs and services

Society for Manitobans with Disabilities Services

- POTC
- Children’s Service Coordination Program
- Audiology/Communication Centre for Children

Non-Colocating

Manitoba Adolescent Treatment Centre (MATC)

CNIB

Central Speech and Hearing Clinic

Mount Carmel Clinic

Child Guidance Clinic

Open Access Resource Centre

The Movement Centre of Manitoba

Manitoba Health

Department of Education, Citizenship & Youth

St. Amant

- POTC
- ABA program
- Family Care

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